

FIG. 3

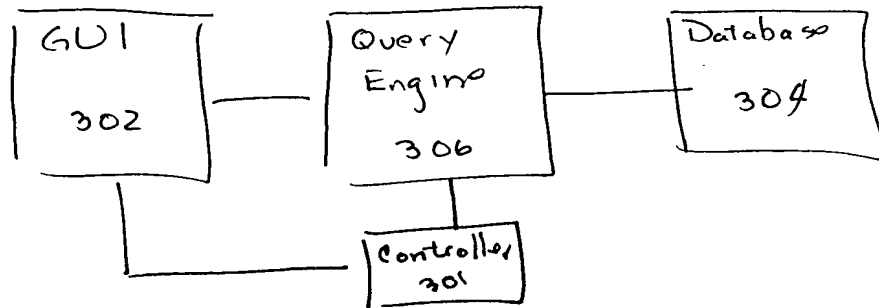
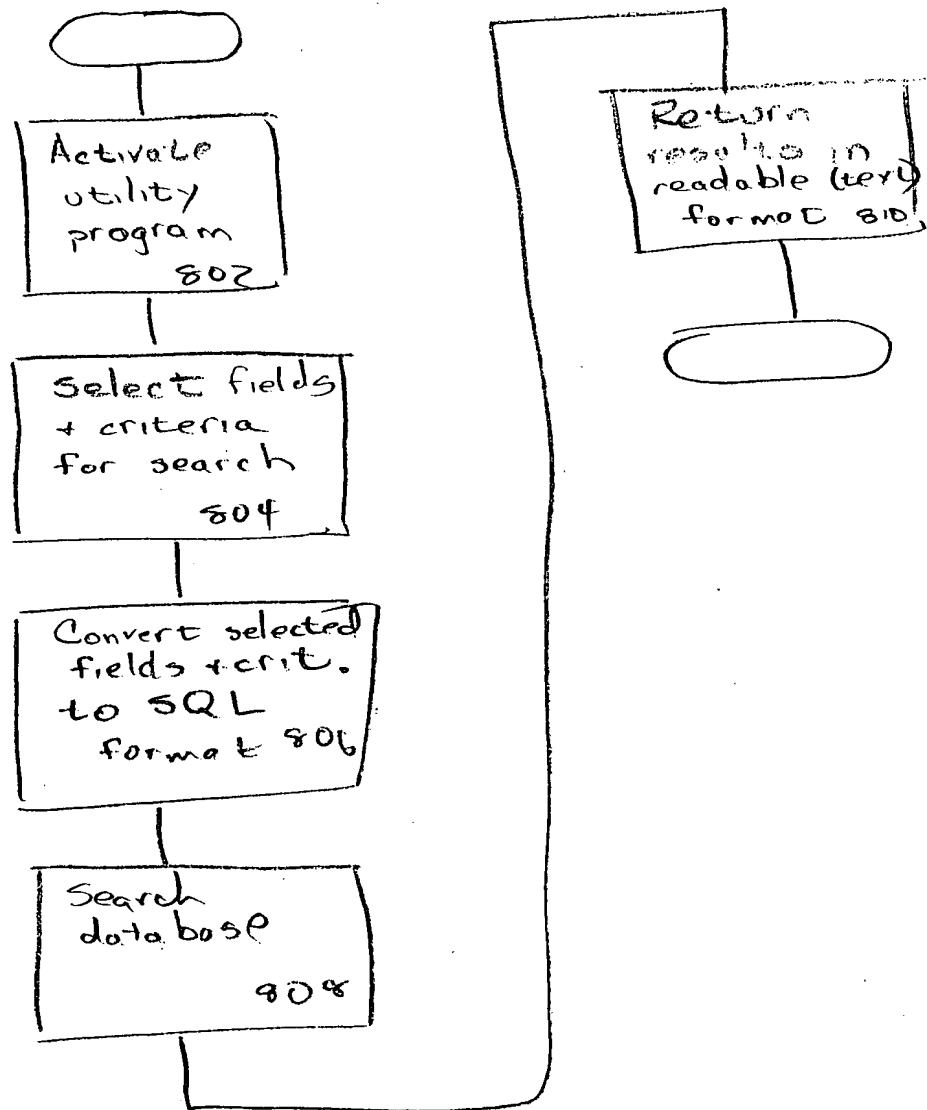
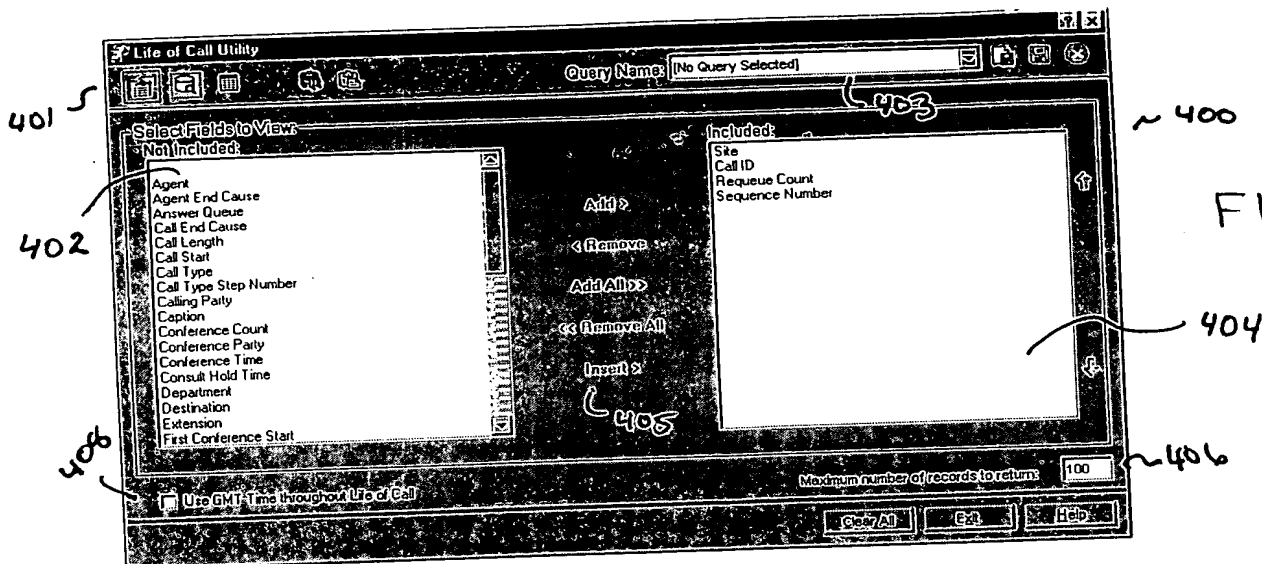


FIG. 8





Select fields for query

~ 401a



Apply criteria to fields

~ 401b



Display results of query

~ 401c



Copy SQL statement to clipboard

~ 401d



Copy query results to clipboard. This enables you to print the results.

~ 401e



Save as a new query

~ 401f



Update the current query

~ 401g



Delete the current query

~ 401h

FIG. 5

BEST AVAILABLE COPY

Life of Call Utility

Query Name: [No Query Selected]

Select a field to apply criteria:

Field Name	Data Type
Agent	Alpha
Agent End Cause	Alpha
Answer Queue	Alpha
Call End Cause	Numeric
Call ID	Alpha
<input checked="" type="checkbox"/> Call Length	Numeric
Call Start	Date Time
Call Type	Alpha
Call Type Step Number	Numeric
Calling Party	Numeric
Caption	Alpha
Conference Count	Numeric
Conference Party	Numeric
Conference Time	Numeric
Consult Hold Time	Numeric
Department	Alpha

Field: Call Length

Criteria: Equal To

Data Value: 180

And

Clear All Exit Help

FIG. 6

Life of Call Utility

Query Name: [No Query Selected]

Call ID	Agent	Requeue Count	Site	Sequence Number	Call Start	Call U
19809439136862	...	0	SMAUG		11/29/99 3:14:46 PM	51
78609439139762	...	0	SMAUG		11/29/99 3:19:38 PM	10
38509439139902	...	0	SMAUG		11/29/99 3:19:52 PM	5
43609439140252	...	0	SMAUG		11/29/99 3:20:26 PM	10
15409439142472	First5 F Last5	0	SMAUG	1	11/29/99 3:24:08 PM	14
93309439144402	First5 F Last5	0	SMAUG	1	11/29/99 3:27:20 PM	34
65809439145482	First5 F Last5	-1	SMAUG	1	11/29/99 3:29:08 PM	52
09309439151782	First4 P Last4	0	SMAUG	2	11/29/99 3:39:38 PM	93
09309439151782	First5 F Last5	0	SMAUG	1	11/29/99 3:39:38 PM	93
25309439152892	First40 Last40	-1	SMAUG	1	11/29/99 3:41:29 PM	3
25309439152892	First4 P Last4	-1	SMAUG	2	11/29/99 3:41:29 PM	3
77409439153032	First40 Last40	-1	SMAUG	1	11/29/99 3:41:43 PM	1
77409439153032	First4 P Last4	-1	SMAUG	2	11/29/99 3:41:43 PM	1
02709439154102	First4 P Last4	0	SMAUG	1	11/29/99 3:43:30 PM	57

Call ID	Agent	Requeue Count	Site	Sequence Number	Call Start	Call I
7740943915303...	First40 Last40	-1	SMAUG	1	11/29/99 3:41:43 PM	1
77409439153032	First4 P Last4	-1	SMAUG	2	11/29/99 3:41:43 PM	1

Clear All Exit Help

FIG. 7